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Play a call recording


Play and review call recordings of the teams you manage, to get detailed insights and feedback for agents training, quality assurance and enhanced customer service delivery.

Before you begin


To view the call recordings, the administrator should configure Quality Management widget in the JSON layout for supervisors. For more information, see [Desktop Layout](#) section in the *Cisco Webex Contact Center Setup and Administration Guide*.

- 1 Click .


The list of recordings is displayed in order from newest to oldest. More recordings, if any, are fetched from the server as you scroll down the list.


- 2 Click  under the **Actions** column.

The recording playback modal appears.

- 3 Click  to play the recording.

- 4 (Optional) Click  to pause the recording playback. Click  to resume the recording playback.

- 5 (Optional) Click  to mute or adjust the volume of the recording playback.

- 6 (Optional) Click  to adjust the speed of the recording playback.

- 7 Click **Close**.

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Filter call recordings by date

Filter and review call recordings of your team for a specified date and time range.

Filter and review call recordings for a specified date and time range.



Supervisors can filter and view call recordings from the current date for the previous 13 months. The maximum range for filtering is 30 days.



- You can't view or play the recordings of the teams managed by other supervisors.
- When you access the recordings for the first time, the date range for the filter is the last 24 hours and the results for the same is displayed.
- Modify the date range if you wish to filter the call recordings by another date and time.
- The selection of the date range for the filter is saved and is persistent when you switch between the pages or sign out of the Desktop, and is retained until you clear the browser cache.
- To reset the filter to the default range, clear the browser cache and login again.

Before you begin

To filter and view call recordings, the administrator should configure the Quality Management widget in the JSON layout for supervisors. For more information, see [Desktop Layout](#) section in the *Cisco Webex Contact Center Setup and Administration Guide*.

- 1 Click .
- 2 Click .
- 3 Select the start date and end date.
- 4 (Optional) Select the start time and end time.
- 5 Click **Apply**.

Was this article helpful?

Yes, thank you!

Not really